



# **What Should You Expect from the SSI Online Workshops?**

**Information Memo #3:  
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*Indiana Department of Workforce Development  
Indiana Business Research Center  
Workforce Associates, Inc.*



## ***The SSI Workshops***

### **1) Objectives:**

- a) To supply technical assistance to participating EGRs that will enable their staff to complete all steps to prepare the three SSI reports.
- b) To capture and institutionalize the SSI experience at the EGR level – in other words, to build local staff capacity to perform the labor market analysis and other functions necessary to support demand-driven workforce development.
- c) To save money for participating EGRs by preventing a need for extra funds to hire outside consultants to accomplish the SSI work.

### **2) Who may participate?**

- a) Any and all EGR consortia who indicate in their Applications that they wish to take advantage of the SSI Workshops in lieu of hiring other consultants.

### **3) What are The Web-based Workshops?**

- a) The workshops will take place during the Research & ID Phase of the SSI. Each workshop session will be approximately one hour in duration, delivered by Workforce Associates, Inc. and other SSI Team members via Microsoft Live Meeting.
- b) The normal set of workshops will be delivered individually to each participating EGR, not collectively. Beyond these individualized workshops, however, there may be additional collective sessions to address problems and issues that are common to all participating EGRs.

### **4) The SSI Workshop Menu**

- a) The workshop menu will be in three parts.
  - i) **First** will be a standard set of sessions keyed to each of the three SSI reports and the work of preparing them.
  - ii) **Second** will be a series of supplementary sessions focused on issues that arise in the course of preparing those three reports.
  - iii) **Finally**, the menu will include more open-ended, less structured, and highly interactive “coaching” sessions to address the specific needs of each participating EGR (e.g., for remediation, to cope with uniquely local problems, etc.).

### **5) Workshop content:**

- a) Pedagogical format: The SSI Workshops will be a combination of structured teaching materials and highly interactive work on the participating EGRs’ own materials. The Microsoft Live Meeting software facilitates this type of close interactivity.



- b) Workshops in the early weeks and months of the Research & ID Phase will be much more intensive, more numerous, and more tutorial in nature than those that come later. The reasons for this early intensity are these:
  - i) To provide early boosts to confidence levels among Core Agents and all other staff members directly concerned with preparation of the three SSI reports in the participating EGRs.
  - ii) To identify and remediate analytical and other methodological shortcomings of the EGRs' SSI staffs as early as possible in the project. [Remediation could encompass everything from tutorials on Microsoft Excel, to how to locate and analyze data, to how to conduct interviews and/or focus groups.]
  - iii) The principle of "individualized instruction" will be followed as often as possible. The early workshops will, of necessity, be custom tailored to match their contents to the capability levels of the participating EGRs' staffers. Some EGRs will be ready to move ahead more rapidly than others. Custom tailoring of the workshops will allow this to happen.

**6) What else?**

- a) Telephone consultation and "coaching sessions" with staffers from participating EGRs will be provided as required.
- b) Site visits to participating EGRs and/or meetings in Indianapolis can be provided in very special cases.

**7) How many workshops?**

- a) Occupation and Skills Report
  - i) We estimate that there will be 4 to 6 sessions for each participating EGR.
    - (1) The number needs to be sufficient and sessions need to come frequently enough to build early confidence among participating EGRs that they "can do it" on their own, without expensive outside consultants.
    - (2) Frequent early sessions will be necessary to identify and remediate staff deficiencies.
  - ii) Root Causes Report
    - (1) We estimate that there will 3 to 5 sessions for each participating EGR. Why will there be fewer for the Root Causes Report?
      - (a) Confidence levels among EGRs will be higher by this time. In addition, staff capabilities will also be higher as a consequence of experience gained in preparing the first report.
      - (b) Much if not most of the secondary data-intensive analysis will have come in preparing the first report. More of the work now will be shifting to primary data gathering by interviews and focus groups.



iii) Regional Solutions Report

- (1) We estimate that there will be 2 to 4 per participating EGR.
  - (a) Confidence levels at the EGRs will be even higher by this third stage. Staff capabilities will definitely be higher as a consequence of experience gained in preparing the first two reports.
  - (b) Little data analysis will be required to prepare the third report. Much more of the work will be done in close consultation with industry representatives and training providers.
- (2) Nonetheless, the Regional Solutions Report is in many ways the most important of the three. It is here that the "Line of Sight" connection must be drawn most clearly from Shortages to Root Causes to Solutions. Furthermore, this report lays the groundwork for the funding and other aspects of the Solutions & Implementation Phase to follow in 2006. Because of this, we anticipate:
  - (a) Closely interactive SSI Workshops at the stage when the Regional Solutions are being formulated and the final Report is being prepared.

**8) Demonstrations:**

- a) You can check out Microsoft Live Meeting at: <http://main.livemeeting.com/>  
Several Microsoft Live Meeting demonstrations are offered at:  
[http://livemeeting.viewcentral.com/events/cust/catalog.aspx?cid=placeware&pid=2&event\\_type=PlaceWare+Demonstrations](http://livemeeting.viewcentral.com/events/cust/catalog.aspx?cid=placeware&pid=2&event_type=PlaceWare+Demonstrations)
- b) SSI Workshop Demos:
  - (1) **Objective:** To provide EGR personnel a "hands-on" feel of the SSI Workshops and how they will operate.
  - (2) **What?** A SSI Workshop demonstration conducted live on the Internet. The duration of the demo will not exceed one hour.
  - (3) **When?** The live demo will be offered at 3:00 p.m. EST on three dates: July 15th, July 18th, and July 20th.
  - (4) **Who may participate?** The demo is restricted to EGR Core Agents and Secondary Agents plus consortium staff members.
  - (5) **Method:** Each EGR Core and Secondary Agent may join the demo with one (1) computer workstation. It will be possible to connect a LCD projector to that computer in order to demonstrate the workshop to a group audience. [The actual SSI Workshops to come later will allow more than one computer per EGR.]
  - (6) **Registration:** Contact Brian G. Hartz at Workforce Associates, Inc. Brian's email address is [bghartz@workforceassociates.com](mailto:bghartz@workforceassociates.com) and his telephone number is 317-841-0133.